



National University of Vanuatu

Job Description and Specification



Job Title	Manager of Student Academic & Support Services
Reporting To	Director of Operations
Job Purpose	Effectively manage the key functions of the Student Academic and Support Services of the NUV
Position Summary	Manage the student academic services, including front desk, student support, student registration, student academic counselling, student records, and other related support services required of the NUV academic programs, and those of partner universities.
Key Responsibilities – Detailed Listing	<p>1. <i>Become fully familiar with:</i></p> <p>NUV's strategic directions, mission, structure, and academic regulations and such other relevant policy documents of the University.</p> <p>2. <i>Ensure the effective development and implementation of NUV Academic Regulations and such other relevant policies of NUV or important decisions of the NUV Council, including:</i></p> <p>Developing a system for the delivery of NUV academic services, in line with best practices and consistent with NUV's vision</p> <p>Assist with the development of the NUV Academic guidelines and procedures relevant to orientation, academic counselling, enrolment, registration and managing student academic life and welfare;</p> <p>Overseeing staff in charge of front desk, student support, and the various academic programs, including regular communication and regular performance review</p> <p>Organise the timely enrolment and registration of students with relevant calendars, in consultation with Faculties and Schools; and in close consultation with partner universities;</p> <p>Overseeing the good management of the program and course deliveries with the partner universities (University of Toulouse I Capitole in France, University of New-Caledonia, Victoria University of Wellington, University Toulouse 2 Jean-Jaurès, Taylor's University of Malaysia, James Cook University and others</p> <p>Facilitating effective coordination and communication between the different areas of Student Academic & Support Services, other departments and units, schools and their staff;</p> <p>Facilitating effective coordination and communication between the different areas of Academic Services and the Faculties</p>

Ensuring that the Front Desk always presents a friendly interface to students, staff and the public and effectively promotes a positive, inclusive and welcoming image of the NUV when serving the students and visitors to the university.

Develop and ensure implementation of standards, processes, and best practices for student services;

Collaborate with the Deans and teaching staff of the various academic programs in the effective design and delivery of academic services, supporting those programs, including such functions as student enrolment, counselling and admission, registration, academic calendar, and exam schedules and procedures

Ensure effective recordkeeping for student registration and other general records

Ensure absolute confidentiality of student records

Develop and manage student academic services budgets;

Administer and provide reports on annual Student Academic Services budget;

Plan and implement Student Academic Support staff training and development

Assist with the drafting of the NUV Council and Senate papers relevant to the scope of activity of the division.

3. Other:

Participate in regular NUV management meetings

Advise Management and Heads of Schools on key issues affecting student academic progress or welfare

Ensure effective management of academic services related conflict management and grievances

Willing to acquire additional skills and improve on own capacity-building to better serve the NUV.

Critical Competencies

1. *Perform and behave in a professional manner*, with occupational knowledge, accountability and adaptability to changing situations
2. *Strive for excellence*, with communication, inclusiveness and teamwork
3. *Contribute to the NUV*, with innovation, leadership and quality focus

Qualifications

University Degree in Administration, Human Resources Management, Student Services or relevant fields from a recognized institution

Special Skills

- In-depth knowledge of administration, student academic service functions with best practices

	<ul style="list-style-type: none"> ➤ Computer literate, including knowledge of school administrative and recordkeeping software systems ➤ Knowledge of student administrative systems and standards ➤ Ability to architect SAS strategy along with leadership skills ➤ People oriented, inclusion oriented and results driven ➤ Excellent written and oral communication skills ➤ Excellent communication skills in the three (3) official languages of Vanuatu ➤ Excellent listening, academic counselling and presentation skills ➤ Proven experience in leadership and teamwork
Required Experience	<p>5 years' proven experience in administration with preference given to school administration or student academic services at the management level</p> <p>Proven record of efficient and professional work performed serving students, staff and other stakeholders of different backgrounds</p> <p>Experience in University or tertiary institution settings is a preference</p>
Language	<p>Fluent in English, French and Bislama</p>
Terms and Conditions of Employment	<p>Three-year local contract</p> <p>Annual salary: 3.9 M VT + 25 % Benefits</p>
Selection Methods	<p>Please send your application with 2 references from past/recent employment and evidence of your highest qualifications to the following address: apply@univ.edu.vu</p> <p>Deadline for submission: 14th May 2021 4 PM</p>